QA Audit W23

📅 **date of audit:** 4.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 3.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding a payment that has been pending for over two weeks, related to a return from a purchase.

Outcome: The agent provided information about the payment status and reassured the customer that the payment would go through soon. The customer expressed some concern about the delay but did not have further questions.

⬆️ **Positive notes:**

Awesome asking for full name. Super to explain why the money has not been received and when the customer can expect it to be sent to Klarna.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

Avoid phrases like "I hope" since it sometimes can sound like we are not sure that the issue will be resolved.

✅/❗ ***Audit passed or failed:***

100% Passed